



January 3, 2020

REQUEST FOR PROPOSAL (RFP)

**YOU ARE INVITED TO SUBMIT A LETTER OF INTEREST AND A PROPOSAL ON
THE FOLLOWING PROJECT:**

GIS-Based Asset Management Software

The City of Mountlake Terrace is requesting proposals for the acquisition and implementation of an asset management software focusing on Public Works and Parks Departments operations and maintenance activities, specifically to include water, sewer, stormwater, street, and park system infrastructure. An ability to provide for Property Management (Facilities) with the same asset management software is desirable. We require easy to use, mobile based software that is highly compatible with our existing ArcGIS geodatabase and hardware. Proposals shall include mobile cloud based software, implementation, staff training, and ongoing maintenance support of said system.

It is the City's intention to select one Firm to enter into an agreement to provide the services defined in the attached scope of work.

Request for Qualifications Submittal Schedule:

The deadline for submittals to be received by the City is **January 29, 2020 at 3:30 pm.** Responses should be mailed or hand delivered to the Interim City Hall and addressed to:

City of Mountlake Terrace
Attn: Peter Dressel
RE: GIS-Based Asset Management Software
6100 219th Street SW, Suite 200
Mountlake Terrace, WA 98043

Submit five (5) hard copies and one electronic copy of the proposal.

Anticipated Project Timeline and Constraints:

Negotiation with the top selected firm will commence upon notice that the selection process is completed.

The selection will be for an agreement to perform services as defined in the attached scope of work, however the City may at their discretion choose to not proceed with additional tasks as defined in the attached scope of work with the selected consultant.

Approval of an agreement is anticipated to take place on or before March 2, 2020.

Anticipated Timeline

- Statement of Qualifications (SOQ) due by January 29, 2020
- Selection and contract negotiation completed by February 17, 2020
- Contract authorization by City Council on March 2, 2020, and execution of the contract and Notice to Proceed by March 11, 2020

Introduction

- The purpose of this RFP is to solicit proposals from vendors for the selection of a GIS-based Asset Management Software for the City of Mountlake Terrace (City) Public Works and Parks Departments, in the State of Washington. Located in Snohomish County, Mountlake Terrace has approximately 21,000 residents. The City provides a variety of utilities to its residents, including:
 - Sewer
 - Water
 - Stormwater
 - Streets
 - Parks

Project description

The goal of this project is to develop and implement software that manages infrastructure and asset-related data relating to field inspections, asset management, work order management, lifecycle management, asset criticality, asset condition projections and budget scenarios, and replacement planning and reporting. Essential features and functions of this software will:

- Enable field operations via a mobile application related to GIS-based assets and related work management to perform and schedule preventative maintenance or inspection tasks
- Host a configurable application accessible via a standard Internet browser that enables automation of asset related tasks, inputs for asset criticality and other lifecycle analysis
- Standard and customizable reports, dashboards and metrics related to asset management and work order assignment, cost, and progress
- Manage documents associated with specific assets and systems
- Integrate with GIS and use GIS-based attributes and related tables to system functions, calculations, and reporting

- Create, manage, and track work-orders conforming to City requirements based on inputs from internal and external customers, asset condition, recurring instances, or other user-defined parameters
- Relate cost and workforce implications of asset management scenarios and actuals.

The Public Works and Parks Departments operate and maintain the infrastructure and services that serve our community. The following tables outline a sample of our service profiles related to operations to be supported by the proposed solution (following page):

City of Mountlake Terrace Public Works and Parks Asset Profiles (Approximate)

Water Utility

Distribution Mains (miles) = 90
 Water Meters = 6,000
 Water Valves = 2,700
 Fire Hydrants = 900

Sewer Utility

Gravity Mains (miles) = 70
 Lift Stations = 4
 Sewer Manholes = 1,300

Stormwater Utility

Storm Mains (miles) = 52
 Stormwater Manholes/Catch Basins = 2,800 (public)

Street Utility

Streets (centerline miles) = 60
 Street Lights = 500
 Street Signs = 3,300
 Sidewalk (miles) = 70

Parks Services

Park Acreage = 189
 Playgrounds = 12
 Tennis Courts = 5
 Baseball/Softball Fields = 9
 Soccer Fields = 5
 Disc Golf Course, Dog Park, Boat Launch

System Functionality

The City requires the following asset management functionality to support the business requirements of our public works department.

- A. Asset record tracking
 - a. Efficient and considered best practices for the asset creation and tracking process (for instance, create asset in GIS, then push to Asset Management Program).
 - b. Asset master record that supports a wide variety of attributes, some examples include: category, sub-category, asset number, related numbers (e.g. serial number, vendor number, etc.), parent/child relationships, acquisition date, etc.
 - c. Easily transfer an asset's related records and history to another asset.
 - d. Track asset activities and history.
 - e. Field ability to remotely pull up the complete history of an asset. Field ability to update or add asset management data.
 - f. Ability to add tasks and events/logs to an asset's record
- B. Asset lifecycle management
 - a. Asset lifecycle management functionality, including but not limited to asset productivity, lifecycle analysis, lifecycle costs, types of assets, risk assessment and risk management.
 - b. Asset management standards compliance for properly handling assets related to water, wastewater and storm water utilities, and transportation infrastructure.
- C. Preventive maintenance scheduling
 - a. Define preventive maintenance tasks to include default information such as area, category, sub-category, tasks, procedures, hours, materials, equipment, etc.
 - b. Ability to schedule equipment preventative maintenance, and track and report on results.
 - c. Maintenance triggers and schedule based on customer defined parameters such as warranty expiration, usage hours, flow volumes, asset age, etc.
- D. Report Writing
 - a. Indicate reporting tools offered. If 3rd party, list vendor. Discuss integration to core suite and strategy to stay current with version releases.
 - b. Search and report on all fields in database, including user-defined fields, with ability to organize, summarize, sort, and sub-total in a variety of ways.
 - c. Ability to export data into Excel and/or Access database
- E. ESRI ArcGIS integration
 - a. Map viewer should provide tools to users for performing basic geographic and Asset Management related tasks: for example, calculating measurements, determining relationships between assets, work orders and service requests.
 - b. Create location-based reports of assets or work orders based on geographic region or user defined areas and subjects. For example: how many work orders were completed last year in the Mountlake Terrace Town Center area? How many flooding service calls were reported in the user- defined area?
- F. Other
 - a. Ability to add assets/tasks that do not exist in ArcGIS environment to schedule for preventive maintenance, apply work orders, track history, etc.

Work Management Functionality

The City requires the following work management functionality to support the business requirements of our Public Works and Parks departments.

- A. Field Operations (Reactive Maintenance)**
 - Create service requests and work orders to support a response to a complaint, service request, or event.
 - Work order record that supports a wide variety of attributes such as: department, group, category, sub-category, Service Level Agreement (SLA) by category, status, location, project number, service request number, description, user defined fields, unique asset identifier, etc.
 - Ability to generate a daily work list for staff based on work orders and assigned tasks and estimated time to complete.
 - Work order recurrence to support scheduled and periodic preventative maintenance.
 - Create and assign priority and status criteria for work orders via defined service levels.
- B. Capital Program Development/Tracking**
 - Ability to transition from work order environment to full capital program work management
- C. Financial Management (Work Costs)**
 - Track materials issued to a work order; interface to inventory module for automated adjustments to inventory levels.
 - Maintain direct relationship between an asset and all associated cost transactions.
- D. API Functionality**
 - Web-enabled architecture with published open Application Program Interfaces (API's.)
- E. System Data Migration**
 - Describe how you approach data migration, and what native support can be provided (if any).
- F. Service Request Management (SRM)**
 - Provide a web-based portal for City employees (internal customers) to create and submit requests for service.

Technical Configuration, Infrastructure, and Security Requirements

The City will be evaluating the technical and hosting infrastructure to ensure it meets our technical, security, records and legal requirements. Please include responses to the following:

- A. Configuration**
 - Identify any browser add-ons, desktop components, peripherals, and/or mobile applications/operating systems required for application or service function as demonstrated.

- Demonstrate level of customization available for the web interfaces (internal and public)
- Identify interface methods (i.e. Secure File Transfer Protocol (SFTP), web services, and Representative State Transfer (REST) services) available for integration of services.

B. Software as a Service/Solution Delivery

- Identify all components of the system including any on premise requirements.
- Provide Service Level Agreement (SLA) for service performance and availability.
- Provide details of data backup and redundancy standards for preventing data loss.
- Provide documented Information Security Policy for ensuring the protection of hosted data.
- Provide a list of data storage/hosting locations that may contain City data.
- Provide service agreement language regarding ownership of data.
- Describe any data purging functions that allow for adherence to data retention policy and purge schedules including search functionality. Describe any integrations with other third-party Enterprise Content Management software programs.
- Demonstrate data export functionality.
- What is the typical service upgrades/patches/version upgrades schedule?
- What is the service availability model?
- What is the timing and method used for notifying customers of upgrades and patches?
- What options are available for Public Disclosure requests that require custom exporting of data?
- What data exiting strategies do you offer when services are ended?

C. Technical Support

- What options are available for technical support? In person, web, telephone, screen share, etc.
 - What are the support hours of operation?
 - Is there GIS integration support?
- Do you maintain an incident tracking system?
 - If yes, what is your default service level agreement and turnaround time?
- Do you offer onsite installation support?
- How do you approach known issues/bugs?

D. Training

- Describe any software program training for administrators and users that is offered, and whether initial training costs are included in the proposal.
 - Format, number of sessions
 - Recorded (available for future users)
- Describe whether administrator and/or user training is provided following initial program implementation and any additional cost, or whether these costs are incorporated into any software maintenance or upgrade agreements.
- Describe training manuals or resources are available. Firms are encouraged to consider providing an electronic copy(-ies) or internet hyperlinks to available materials or examples in addition to this proposal.

E. Compliance

- The contracted vendor for this project will be expected to comply with all Federal, State, County, and City codes and regulations applicable to such work and perform the work in accordance with the requirements and specifications of the contract documents. Identify significant codes and regulations and how the proposal and/or software program complies.

F. Other

- What is your firm's location/base of operation.
- Does your firm own the Asset Management system and Intellectual Property rights?

Pre-submittal Information

Firms that intend to respond to this RFP should promptly contact Peter Dressel by email at: Pdressel@ci.mlt.wa.us, and provide contact information, including email contact information. Any questions about the project should be submitted in the same manner to Pdressel@ci.mlt.wa.us with CC to banderson@ci.mlt.wa.us. Questions and responses will be sent via email to all listed contacts.

Project Statement of Qualifications

Proposals are limited to twenty five (25) numbered pages in length (not including cover page) and may be double sided (13 sheets of paper). This limit includes organizational charts, qualifications and resumes, references. Minimum font size for text in the SOQ is 11 point.

The nature and form of response are at the discretion of the respondent but, at a minimum, the following information must be included:

A. Project Organization and Staffing

1. Organization chart/spreadsheet showing all proposed team members and describing their responsibilities in regards to the tasks outlined in the scope of work.
2. Describe the portions of work that would be performed by a subcontractor/subconsultant, if any, and information about the professional qualifications of proposed subcontractors/subconsultant.

B. Description of Related Experience

Describe recent, directly related experience, including at least three implementations the firm has completed work on that are similar to the project described in this RFQ. It is preferred that the projects cited were for public agencies. Provide the following information for each project:

1. Name, address and telephone number of the client.
2. Name of project manager and personnel who worked on each project with a brief description of their responsibilities.
3. The elements of the project that are common to the types of projects proposed above.

Project Consultant Selection Process

A. General Approach

Respondents to the RFP will be rated according to the criteria detailed below by a staff committee comprised of members of the Public Works and Parks Departments. Staff will make a Consultant selection recommendation to the City Manager or City Council.

It is the intention of the City to issue a contract to the company whose proposal is deemed to be the best fit and in the best interest of the City. The City reserves the right to choose to re-issue the RFP. The City reserves the right to postpone the opening of proposals and to reject any and all without indicating any reasons for such rejection.

B. Evaluation Criteria for Written Proposal

Each proposal will be evaluated and given a score based upon the quality of response to each of the following topic areas. Maximum number of points achievable is 150.

1. Functionality, methodology, operation and implementation plan (50 points maximum)
 - a. Implementation schedule, plan
 - b. Data use, connection, and conversion
 - c. Integration with ArcGIS
 - d. Integration with other software other than ArcGIS
 - e. Modules
 - f. System navigation, user interface, accessibility, ease of use, look and feel
 - i. Similarity of function and interface between desktop and mobile device operations
 - g. Administrative configuration features and tools
 - h. Customization environment, workflow automation, report writers
2. Experience, References, and Qualifications (30 points maximum)
 - a. Firms will be rated upon their experience and demonstrated success in performing work similar to that described in this RFP, and previous experience with cities and other public agencies.
 - b. Knowledge of asset management best practices for municipal organizations
 - c. Experience in developing integrated workflows with GIS for asset management
 - d. Experience with field work and public works asset assessment management
3. Capacity to perform the contract (25 points maximum)
 - a. The firms will be rated on the capacity to fulfill the commitments identified as required in this proposal and that of the firm's submission.
 - b. Resources the consultant has available and proposes to use on this project.

4. Customer Service Plan (20 points maximum)
 - a. Annual expense
 - b. Availability and response time to critical and routine issues
5. Cost (25 points maximum)
 - a. The proposal must contain a fee schedule that includes line items for equipment (if applicable), software, professional services, warranties, project management, installation, and training.
 - b. Additional module cost/availability (backflow, fleet, etc.)
 - c. Flexibility, options
 - d. Per user/device cost
 - e. Cloud space, backup, disaster recovery, storage
 - f. Licensing (initial and ongoing)
 - g. Ongoing annual cost including maintenance and/or technical support
 - h. Upgrades/updates

The evaluators will consider how well the vendor's proposed solution meets the needs of the City as described in the vendor's response to each requirement in this RFP. It is important the responses be clear, concise, and complete so that the evaluators can adequately understand all aspects of the proposal.

This RFP provides general and technical information as well as the required format for responses. Please include all required and appropriate information with your proposal. No other source of information submitted, written, or verbal will be considered part of your proposal.

Withdrawal of Proposal

- i. Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

Proposal Validity Period

- i. Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the awarded vendor.

RFP Revisions

- i. The City Reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be posted to the City's website. It is the sole responsibility of the proposer to monitor the City's website for the posting of such information.

Statement of Confidentiality

- i. “Under Washington State Law,” the documents (including but not limited to written, printed, graphic, electronic, photographic, or voicemail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this Request for Proposal (the “documents”) becomes public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

Commitments

- ii. All quotes should be submitted initially on the most complete basis and with the most favorable financial terms available. The selected vendor’s proposal may, at the City’s option, be made part of the final purchase contract and all representations in the vendor’s proposal may be considered commitments to supply the system as described.
- iii. Vendors may submit more than one proposal in response to the RFP. However, each proposal must be a separate, complete, stand-alone package which can be considered independently of any other proposals from the same vendor.

Project Agreement Provisions

- The selected Consultant will be required to sign a services agreement.

The City of Mountlake Terrace in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

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